

**Process for Setting up an Account
And Applying for a Permit through
Accela Citizen Access**

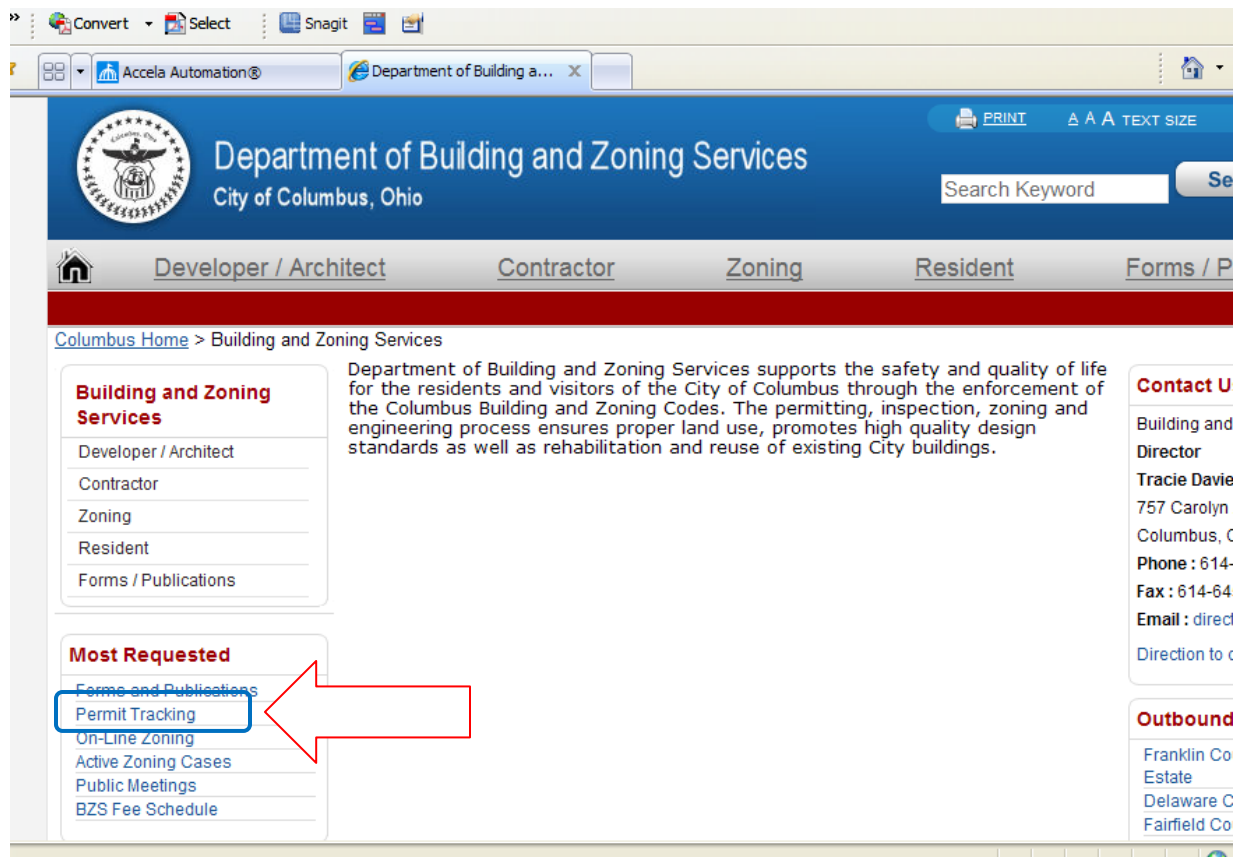
I. The URL for the City of Columbus is:

<http://www.columbus.gov/>

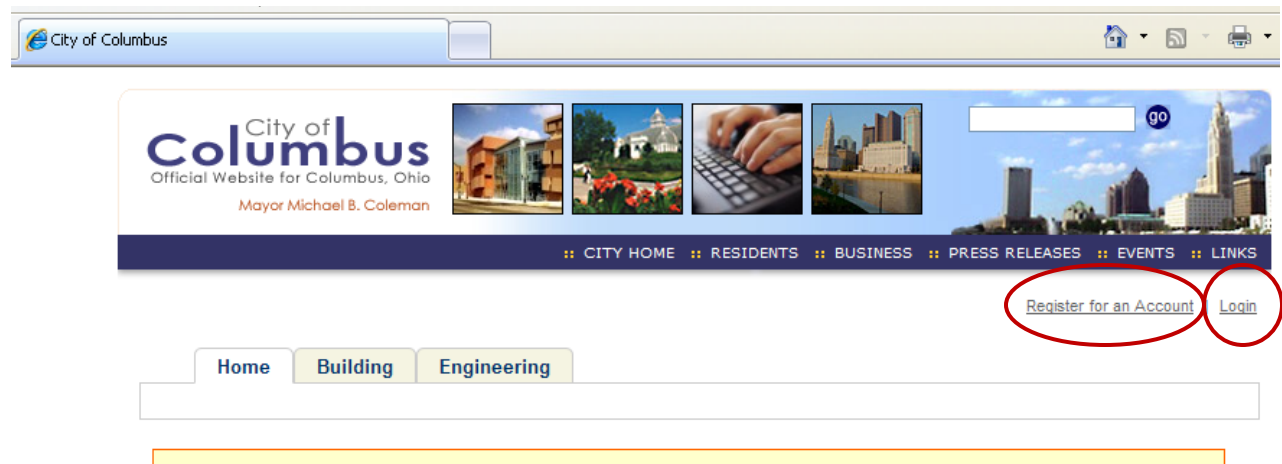
Then follow the links to the Building and Zoning Services Page



II. After you reach the Department page, scroll down in the left gutter space to Permit Tracking



III. Next you will be at this page where you will begin the process of Registering, Applying for a permit on line or Researching an application.



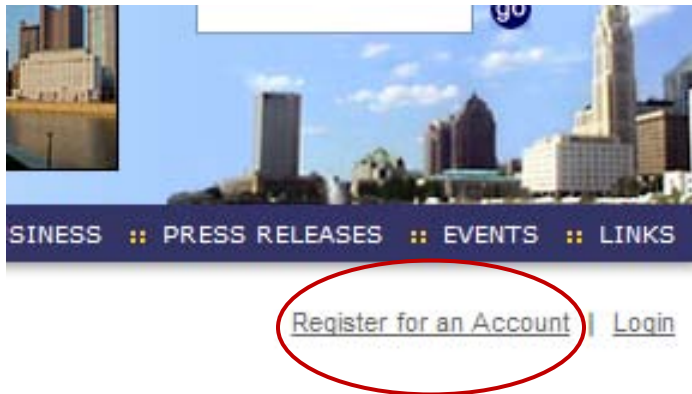
IV. PLEASE NOTE:

Researching for an application or looking for an address is public information and it is not necessary to Register or Login to do either.

You have to be registered with the City through Citizen Access to be able to purchase a permit on line.

Currently the only application that is available on line is the Building/Residential/Repair-Replace/Mechanical Single Trade. This application is only good for the replacement of a furnace in a residential property.

- V. To Register an account with the City for the sole purpose of On-Line-Permitting, for the replacement of a residential furnace, click on the Register for an Account, this only has to be done the first time you register your account with the City. After the first time you register for On-Line-Permitting you can sign in and go straight to the login screen.



- a. Read the General Disclaimer
- b. Check the box
- c. Click the Continue Registration button

[Register for an Account](#) |

[Home](#) [Building](#) [Engineering](#)

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer

While the City attempts to keep its web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this website, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City as a result of updates and corrections.

☒ I have read and accepted the above terms.

[Continue Registration »](#)

c. Click button

VI. Fill in the following

a. Login Information, the red or * are mandatory fields

***User Name:**

(4-32 characters may contain letters, numbers, and the following four . @ _ - special characters)

*

e-Mail Address:

*

Password:

(8-20 characters)

*

Type Password Again:

*

Select a Security Question:

(used for identification if you forget your login information)

*

Answer:

(20 characters maximum)

b. Contact Information

*

First:

Middle:

*

Last:

Name of Business:

*

Address Line 1:

*

City:

*

State:

*

Zip: Invalid

Home Phone:

**Work Phone: Mobile
Phone:**

Fax:

*

Preferred Method of Contact:

* **First:** **Middle:** **Last:**

Name of Business:

* **Address Line 1:**

* **City:**

State:

* **Zip: Invalid**

Home Phone:

Work Phone: Mobile
Phone:

Fax:

* Preferred Method of Contact:

VII. When you have completed the required information and submitted it, you will get the following message of completion.



[Return](#)

[Home](#)

[Building](#)

[Engineering](#)



Your account has been successfully created. You can login immediately.

Your account has been successfully created.

Congratulations! You have successfully created an account with the City.

VIII. At this time the City will receive an email that you have registered and will activate your account within 48 hours of the receipt of the notice, providing all information is accurate and complete. Then you will be notified of the ability to login and proceed with the purchase of a permit on line for a residential furnace replacement permit.

IX. To login and purchase an on line permit, follow the previous instructions to the permit tracking screen and click on the Login in icon in the top right corner. Then enter your User Name or Email that you entered in you login information when you registered, then enter your password and click Login

City of
lumbus
Website for Columbus, Ohio
Mayor Michael B. Coleman



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[Register for an Account](#) | [Login](#)

[Home](#) [Building](#) [Engineering](#)

Use Login

online services offered by the City require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

Users

are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete list of applications, access to invoices and receipts, checking on the status of pending activities, and more.

Register Now »

Login

User Name or E-mail:

Password:

Login »

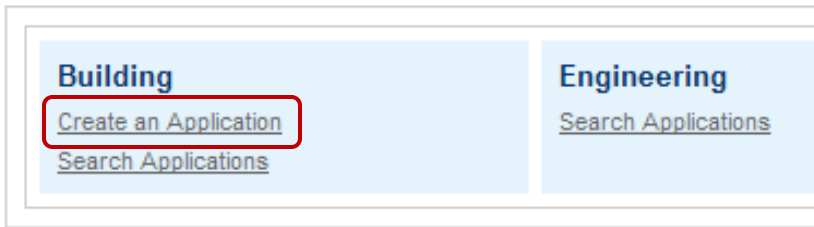
☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

6 | Page

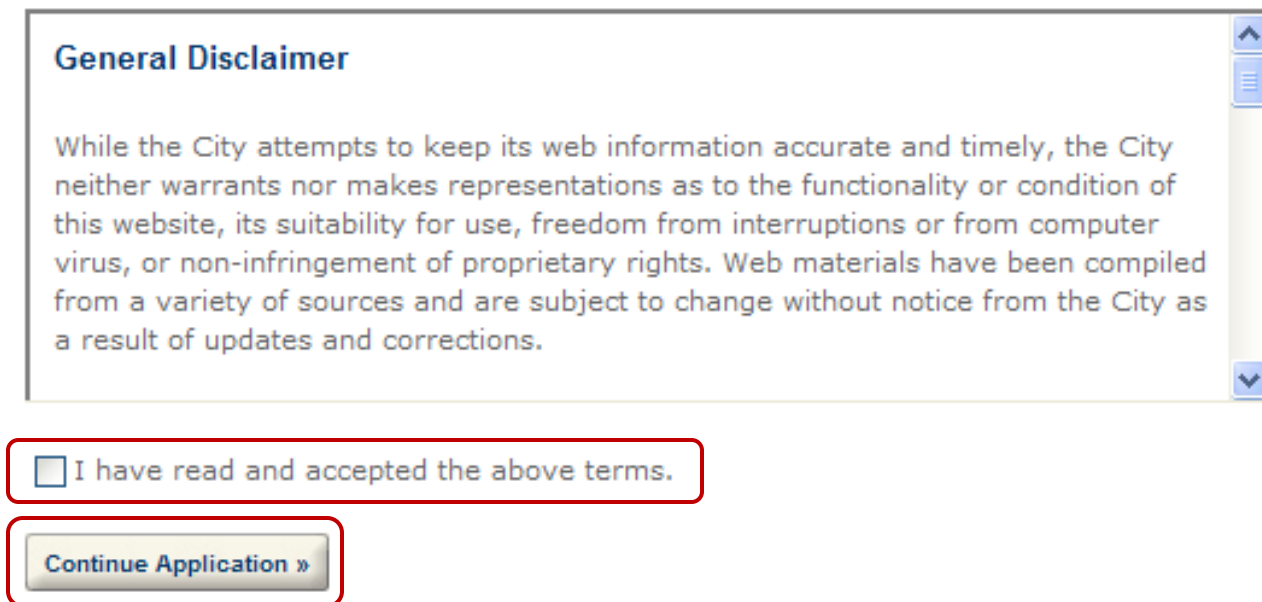
IX. Select Create an Application



Building
[Create an Application](#)
[Search Applications](#)

Engineering
[Search Applications](#)

XI. After reading the disclaimer and checking the box, click on the continue application button.



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☐ I have read and accepted the above terms.

Continue Application »

XII. Select the License that applies to your application type, which for now there is only one. Then continue the application.

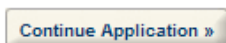
Select a License

Select a License for this permit application from the list below. The License that you choose determines the type(s) of perm which you can apply.

*Licenses:



--select--



Continue Application »

XIII. After you submit you contractor information, you have to fill in the job information for where the work is going to take place.

Note: when the address is in the system it will auto fill in the parcel number, and owner. If the address is not in the system it will have to be certified prior to a permit being issued against the address.

1 Job Information

2 Contractor

3 Permit Information

4 Review

5 Pay Fees

6

Step 1 : Job Information > Address/Parcel/Owner

*indicates a required field

Job Address

*Street No:

Direction:

--select--

*Street Name:

Street Type:

--select--

City:

State:

--select--

*Zip:

Search »

Clear »

Parcel

*Parcel Number:

Search »

Clear »

Property Owner

Owner Name:

Must be entered exactly as on the record

Owner Address 1:

Owner Address 2:

Zip:

State:

--select--

XIV Next you will be required to fill in the contact information for the application job site.

This can be done by using the auto fill and selecting the Account Information,
the Contractor or the Owner information from the drop down box,
then click Continue Application

Applicant

☒ Auto-fill with CITY OF COLUMBUS OHIO ▼

*First: Middle: *Last:

Name of Business:

CITY OF COLUMBUS OHIO

*Address Line 1:

XV. Next in the process is to complete the permit data and continue the process. Please take note of the mandatory fields, especially the work description. Then you continue the process, at which time you will have a chance to review everything you have entered and edit if necessary. Then continue.

XVI. The next several steps are the payment amount and credit card information. The amount for the permit will automatically populate with the \$77.50 fee for the permit. This will also give you one inspection with the permit.

Step 5 : Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
Permit Fee	<input type="text" value="1"/>	\$74.25
State Fee	<input type="text" value="1"/>	\$0.75
On line processing fee	<input type="text" value="1"/>	\$2.50

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

Payment amount for permit

\$77.50

Recalculate

* Indicates a required field.


Pay with Credit Card

Pay with Credit Card ▼


Amount to be charged: \$77.50

Submit Payment »

Then submit the payment

Save and resume later: 

- XVII. The next step is to pay for the permit through the payment engine with a Visa or MasterCard, click next for payment or Exit to stop the process prior to payment.



**City of Columbus**
Official Website for the City of Columbus, Ohio

Payment Method

* Indicates required field

Pay with new account

☒ **Pay by credit card**



Back **Next** **Exit**

ACA Left test of the location

Right of A

- XVIII. After you fill in the credit card information and submit, you have a chance to review the payment and either select Pay Now, Go Back or Exit the process. When you click on the pay now you will get a printable receipt from the payment engine for your records or when you exit the payment and go back to the Columbus page you will again have an opportunity to print a receipt and your permit
- XIX. Back on the Columbus site it is important that you take note of your permit number and also print a receipt and permit for your records and for posting on the job

Residential Repair Replace Environmental Air



Step 6 : Permit Issuance



Your application has been successfully submitted.
Please print your permit, post a permit at the job site
and retain a copy for your records.

Thank you for using our online services.

Your Permit Number is ENAR1000128.

Permit #

You will need this number to check the status of your application or to schedule an inspection. Please print a copy of your permit and post it in the work area.

Print

Permit

Print

Receipt

Print/View Permit »

Print/View Receipt »

A licensed professional is now authorized to proceed with work at the designated location.

Your permit type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. "View Permit Details" to Schedule Inspections, check status or make other

If you have any questions please contact:

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Department of Building and Zoning Services
City of Columbus
757 Carolyn Ave.
Columbus, Ohio 43224
614 645-7841
btcharity@columbus.gov